

1401 I Street NW  
11<sup>th</sup> floor  
Washington, DC 2005  
Phone 202-326-8903  
Fax 202-408-8745



November 22, 2002

DOCKET FILE COPY ORIGINAL

Marlene Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RECEIVED

NOV 22 2002

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

**Re: Notification of Subscriber Transfer  
CC Docket No. 00-257**

Dear Madam Secretary:

Pursuant to Section 64.1120 of the Commission's Rules, this letter provides notification of the planned transfer of certain Texas and Oklahoma local exchange subscribers of Ionex Communications, Inc (Ionex) to Southwestern Bell Telephone Company (SWBT). SWBT will provide all transferred subscribers local telephone service. Each affected subscriber will have at least 30 days notice prior to the transfer.

SWBT certifies that it has provided advance subscriber notice in accordance with section 64.1120(e)(3). Further, SWBT has and will comply with the obligations specified in the notice and any other applicable statutory and Commission requirements. The notification letter is attached hereto.

Should you have any questions, please do not hesitate to contact me

Sincerely,

A handwritten signature in black ink, appearing to read "Davida M. Grant", is written over the word "Sincerely,".

Davida M. Grant

Attachments

No. of Copies rec'd. 014  
Lia. A/C/D/E



**November 25, 2002**

**NOTICE OF TRANSFER OF TELEPHONE SERVICE**

Dear IONEX Customer:

Ionex Communications, Inc. ("Ionex") and Southwestern Bell Telephone Company ("Southwestern Bell") have entered into agreements whereby Southwestern Bell has acquired Ionex's rights to provide your local telephone service should you not choose another local service provider. This change does NOT affect long distance services you may currently be receiving from Ionex. Upon receipt of this letter you may transfer your local telephone service to Southwestern Bell or any other carrier of your choice. If you have not transferred service to Southwestern Bell or another carrier January 3, 2003 (the "Selection Date"), then between January 3, 2003 and January 18, 2003 (the "Transfer Period"), your local telephone service will be transferred to Southwestern Bell as outlined below in accordance with applicable rules of the Federal Communications Commission ("FCC") and your state public utility commission.

You have a choice in selecting your telephone service provider.

1. **If You Select Southwestern Bell for Local Phone Service by the Selection Date:** Please contact Southwestern Bell at 1-XXX-XXX-XXXX to make arrangements for local telephone service as soon as possible. Southwestern Bell has attractive pricing programs and packages for local residential service that your Southwestern Bell representative can discuss with you. Southwestern Bell will provide you with the local phone services you request, and it will make local toll and long distance service available to you from the carrier of your choice. Southwestern Bell will not charge its customary new connection fee or any other change of carrier charges.
2. **If You Do Nothing by the Selection Date:** If you have not transferred your service by the Selection Date, your local telephone service will be automatically transferred to Southwestern Bell during the Transfer Period at no cost to you, and you will not experience any service outage. In accordance with the applicable rules of the FCC and your state public utility commission, services will be provided to you as follows:
  - a. **Local Phone Services** - Southwestern Bell will provide the same or equivalent local phone services as you were receiving with Ionex at Southwestern Bell's approved rate structure. In addition, Southwestern Bell will not charge its customary new connection fee or any other change of local carrier charges. See attached summary of Southwestern Bell's service terms and conditions for more details. Southwestern Bell's rates, terms and conditions will be applicable on the date Southwestern Bell becomes your service provider. Southwestern Bell will contact you by mail or telephone to advise of any post-transfer changes.

OK

b. Local Toll and Long Distance Services –

- 1) *lonex Local Toll and Long Distance Customers* – If you use lonex for local toll and long distance, you will be transferred with Southwestern Bell local toll service at Southwestern Bell's approved rate structure, but you will continue to receive your long distance service from lonex.
- 2) *Local Toll and Long Distance Customer of Another Carrier* – If you use a long distance carrier other than lonex for local toll and long distance services, you will receive the same service from the same carrier.
- 3) *Local Toll from lonex and Long Distance from Another Carrier* – If you use lonex for local toll but another carrier for long distance, then Southwestern Bell will provide your local toll service at Southwestern Bell's approved rate structure, and you will continue to receive your long distance service from the same carrier.
- 4) *Long Distance from lonex and Local Toll from Another Carrier* – If you use lonex for long distance but another carrier for local toll, you will continue to receive these services from the same carriers.

If you have a preferred carrier freeze that prevents unsolicited changes on your local phone, local toll, and/or long distance services, and have not contacted Southwestern Bell or another provider by the Selection Date, the freeze will be lifted and your services transferred according to this section. You must contact Southwestern Bell to arrange for the freeze protection to be reinstated after the transfer.

- c. Service Adjustments – You may make adjustments and changes to your service from Southwestern Bell at any time by calling service representatives (per your billing statement).

**3) If You Select Another Provider before the Selection Date:** You must make arrangements with that service provider to transfer your service prior to the Selection Date. Your selected carrier will determine the charges for the services you select.

lonex will no longer make any new changes to your telephone service, and lonex has full responsibility for handling any outstanding complaints or disputes that may exist between you and lonex or another carrier. You will be responsible for any account balance due lonex through the date of transfer. After the payment of your final bill to lonex, any deposits or credits that may be due to you from lonex will be sent to you within 30 days following the transfer of your telephone service.

If you have any questions regarding your lonex telephone service or the transfer of your service, please direct any questions you may have to lonex at 1-866-973-7253. lonex will work with you to resolve any outstanding issues involving its service. If you have any questions about Southwestern Bell's telephone services or features, please contact Southwestern Bell at 1-XXX-XXX-XXXX or visit its web site at [www.swbell.com](http://www.swbell.com).

Southwestern Bell looks forward to meeting your communications needs. Please see attached terms and conditions as well as promotional materials for attractive offers concerning Southwestern Bell products and services.

Sincerely,

lonex

Southwestern Bell

OK

## RATES, TERMS AND CONDITIONS OF SERVICE

- Rates for SBC Southwestern Bell's Flat Rate Service and for SBC Southwestern Bell's Universal Lifeline Telephone Service may vary by location. Depending on your location, your local telephone service will be billed at a monthly rate between \$8.15 - \$11.05 for Flat Rate Service. Universal Lifeline Telephone Service is also available, ask your SBC Southwestern Bell representative for details.
- If you decide to order any additional services, a full description of each product or service you order and applicable activation charge will be identified on your service order confirmation and your bill. For additional information, you may visit our web site at [www.sbc.com](http://www.sbc.com).
- A late payment charge \$5.00 will be assessed if your payment is not received by the date shown in the Late Charge Reminder section and the unpaid balance is \$10.01 or more. There is a \$25.00 charge for returned checks. If late payment or returned check charges are applicable, they can be found in the SBC Southwestern Bell Monthly Charges section of the telephone bill.
- If a deposit or advance payment is later required to continue local telephone service with SBC Southwestern Bell, these charges will appear in the Additions and Changes section of your telephone bill. Information on interest accrual and refund of deposit can be found in the Customer Guide section of the SBC Southwestern Bell Telephone Directory.
- Telephone number assignment changes—It is not necessary to change your telephone number with the migration of your service to SBC Southwestern Bell. If your number should change in the future, your correct telephone number will be reflected on your bill. Unless otherwise provided in our tariffs, you may terminate your service at any time, subject to a minimum one-month's billing as set forth in our tariffs.
- SBC Southwestern Bell lists Customer Information in the Customer Guide section of your SBC Southwestern Bell Telephone Directory. If you do not receive a copy of the SBC Southwestern Bell Telephone Directory within 10 days of service activation with SBC Southwestern Bell, please call 1-877-253-6250.

We value and appreciate your business. We know you will be very satisfied with service from SBC Southwestern Bell. If we can be of further assistance, please contact us at 1-XXX-XXX-XXXX (English), or 1-XXX-XXX-XXXX (Spanish).

Sincerely,

Your Service Representative

OK



November 21, 2002

**NOTICE OF TRANSFER OF TELEPHONE SERVICE**

Dear IONEX Customer:

Ionex Communications, Inc. ("Ionex") and Southwestern Bell Telephone Company ("Southwestern Bell") have entered into agreements whereby Southwestern Bell has acquired Ionex's rights to provide your local telephone service should you not choose another local service provider. This change does NOT affect long distance services you may currently be receiving from Ionex. Upon receipt of this letter you may transfer your local telephone service to Southwestern Bell or any other carrier of your choice. If you have not transferred service to Southwestern Bell or another carrier by December 27, 2002 (the "Selection Date"), then between December 27, 2002 and January 11, 2003 (the "Transfer Period"), your local telephone service will be transferred to Southwestern Bell as outlined below in accordance with applicable rules of the Federal Communications Commission ("FCC") and your state public utility commission.

You have a choice in selecting your telephone service provider

1. **If You Select Southwestern Bell for Local Phone Service by the Selection Date:** Please contact Southwestern Bell at 1-888-481-0367 to make arrangements for local telephone service as soon as possible. Southwestern Bell has attractive pricing programs and packages for local business service that your Southwestern Bell representative can discuss with you. Southwestern Bell will provide you with the local phone services you request, and it will make local toll and long distance service available to you from the carrier of your choice. Southwestern Bell will not charge its customary new connection fee or any other change of carrier charges.
2. **If You Do Nothing by the Selection Date:** If you have not transferred your service by the Selection Date, your local telephone service will be automatically transferred to Southwestern Bell during the Transfer Period at no cost to you, and you will not experience any service outage. In accordance with the applicable rules of the FCC and your state public utility commission, services will be provided to you as follows:
  - a. **Local Phone Services** – Southwestern Bell will provide the same or equivalent local phone services as you were receiving with Ionex at Southwestern Bell's approved rate structure. In addition, Southwestern Bell will not charge its customary new connection fee or any other change of local carrier charges. See attached summary of Southwestern Bell's service terms and conditions for more details. Southwestern Bell's rates, terms and conditions will be applicable on the date Southwestern Bell becomes your service provider. Southwestern Bell will contact you by mail or telephone to advise of any post-transfer changes.

b. Local Toll and Long Distance Services –

- 1) *lonex Local Toll and Long Distance Customers* – If you use lonex for local toll and long distance, you will be transferred with Southwestern Bell local toll service at Southwestern Bell's approved rate structure, but you will continue to receive your long distance service from lonex.
- 2) *Local Toll and Long Distance Customer of Another Carrier* – If you use a long distance carrier other than lonex for local toll and long distance services, you will receive the same service from the same carrier.
- 3) *Local Toll from lonex and Long Distance from Another Carrier* – If you use lonex for local toll but another carrier for long distance, then Southwestern Bell will provide your local toll service at Southwestern Bell's approved rate structure, and you will continue to receive your long distance service from the same carrier.
- 4) *Long Distance from lonex and Local Toll from Another Carrier* – If you use lonex for long distance but another carrier for local toll, you will continue to receive these services from the same carriers.

If you have a preferred carrier freeze that prevents unsolicited changes on your local phone, local toll, and/or long distance services, and have not contacted Southwestern Bell or another provider by the Selection Date, the freeze will be lifted and your services transferred according to this section. You must contact Southwestern Bell to arrange for the freeze protection to be reinstated after the transfer.

- c. Service Adjustments – You may make adjustments and changes to your service from Southwestern Bell at any time by calling service representatives (per your billing statement).

**3) If You Select Another Provider before the Selection Date:** You must make arrangements with that service provider to transfer your service prior to the Selection Date. Your selected carrier will determine the charges for the services you select.

lonex will no longer make any new changes to your telephone service, and lonex has full responsibility for handling any outstanding complaints or disputes that may exist between you and lonex or another carrier. You will be responsible for any account balance due lonex through the date of transfer. After the payment of your final bill to lonex, any deposits or credits that may be due to you from lonex will be sent to you within 30 days following the transfer of your telephone service.

If you have any questions regarding your lonex telephone service or the transfer of your service, please direct any questions you may have to lonex at 1-866-973-7253. lonex will work with you to resolve any outstanding issues involving its service. If you have any questions about Southwestern Bell's telephone services or features, please contact Southwestern Bell at 1-888-481-0367 or visit its web site at [www.swbell.com](http://www.swbell.com).

Southwestern Bell looks forward to meeting your communications needs. Please see attached terms and conditions as well as promotional materials for attractive offers concerning Southwestern Bell products and services.

Sincerely,

lonex

Southwestern Bell

## SOUTHWESTERN BELL'S TERMS AND CONDITIONS OF LOCAL SERVICE

As a service to our customers, and in compliance with the Federal Communications Commission and state public utility commissions, if applicable, Southwestern Bell Telephone Company ("SWBT") wants to provide you with the following information concerning the terms and conditions of service.

- Depending on your location, your business local telephone service will be billed at a monthly rate between \$19.15 to \$28.25 for southwestern Bell's touch-tone one-party flat rate service.\*
- If you decide to order any additional services, a full description of each product or service you order will be identified on your bill. For additional information, you may reference the **Easy Options** section of your Southwestern Bell Telephone directory or visit our Web site at [www.swbell.com](http://www.swbell.com).
- Charges for late payment and returned checks – For business customers, a late payment charge of 6.5% is applicable if payment is not made by the next bill date as referenced in the Payment Information section of the telephone bill. There is a \$25.00 charge for returned checks. If late payment or returned check charges are applicable, they can be found in the Other Charges section and Monthly Statement section of the telephone bill.
- Deposits and advance payments – If a deposit or advance payment is later required to continue local telephone service with Southwestern Bell, the advance payment will appear in the Monthly Statement section of your telephone bill and the deposit will appear in the Payment Information section of your telephone bill. Information on interest accrual and refund of deposit can be found in the "Your Rights as a Customer" section of the Southwestern Bell Telephone directory.
- Telephone number assignment changes - Your correct telephone number will be reflected on your telephone bill.
- You may terminate your service at any time, subject to a minimum one-months billing as set forth in our tariffs
- Applicable minimum contract service terms and early termination fees – If you have signed a contract for a minimum term, you should have received a contract with the terms, conditions and applicable termination fees. If you have not received this contract, please call us at 1-888-481-0367.
- \* Rates for Southwestern Bell's touch-tone, 1-party flat-rate line and for Southwestern Bell's touch-tone service vary by location.